

ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD
1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007
PHONE (602) 364-1PET (1738) FAX (602) 364-1039
VETBOARD.AZ.GOV

COMPLAINT INVESTIGATION FORM

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

FOR OFFICE USE ONLY

Date Received: April 1, 2019 Case Number: 19-666

A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:

Name of Veterinarian/CVT: Lori Hehn and Kelly Hehn
Premise Name: Canyon Animal Hospital
Premise Address: 15411 North 31st St
City: Phoenix State: AZ Zip Code: 85032
Telephone: (602) 971-9651

B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT*:

Name: Karin Ashley
Address: [REDACTED]
City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]
Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

C. PATIENT INFORMATION (1):

Name: Toby
Breed/Species: Maltese
Age: 14 Sex: M Color: White

PATIENT INFORMATION (2):

Name: _____
Breed/Species: _____
Age: _____ Sex: _____ Color: _____

D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:

Please provide the name, address and phone number for each veterinarian.

Lori Hehn
Kelly Hehn

E. WITNESS INFORMATION:

Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.

None other than the culprits

Attestation of Person Requesting Investigation

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: _____

Date: _____

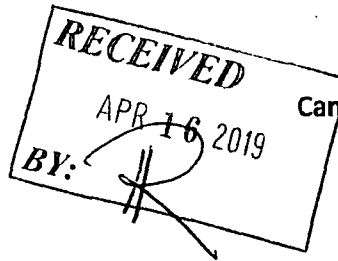
This complaint is a long time coming. I'm not typical someone who files complaints against people, however, I feel compelled to protect other pet owners from this vet office. Incident #1: I had Toby's teeth cleaned a few months ago. The previous cleaning had also been by Kelly Hahn and removal of some teeth, which was about 2.5 years ago. At that time, Toby's front incisor was kept and I was told dental cement was used to keep it intact. However, it was then sticking out of the front of my dogs mouth so badly that his bite was affected because the position of the tooth and had cause misalignment in his little mouth. When I took Toby back for a cleaning a few months ago and explained to Lori Hehn that Toby's jaw was affected by what they had done and that his right jaw was tender and that he kept opening and closing his mouth seemingly because his jaw hurt, Lori was very defensive and claimed no dental cement was used on him. I had been told by Kelly Hehn that dental cement had not only been used on this front tooth but on other teeth inside his mouth. Lori was very defensive and "fast-talking" and aggressive in her response about the tooth and provided no examination of Toby's jaw or any response otherwise. Of course, most people, including myself, will ignore our thoughts, intuition and experiential facts in the presence of those who are "Doctors". This is the reason I did not question this at the time. Lori had a "fast-talking/talk over you" sort of answer that covered any responsibility on her's or Kelly's end. So, I acquiesced. Incident #2: In late February of this year, Toby seemed to be experiencing some back pain. I took him in to see Lori and she put him on muscle relaxants, pain medication and anti-inflammatories for 10 days. A few days after I stopped the medications, I came home from the grocery store about 10 am on the morning of 3/26/2019 and Toby was covered in diahrea and pools of blood and tissue were flowing out of his bottom. I cleaned him up and followed POOLS of blood onto the sofa, down the hallway and into the back patio where I found diahrea, tissue and more pools of blood. I then called Canyon Animal Hospital panicking at this display. They said they were not able to see me until 4:45 and even then I'll have to wait. I was told that Lori had 6 surgeries to attend to and could not see me until then. I told the girl that I would come in, but in the meantime "what should i do!" "Should I take him to the hospital, how bad is this in their experience, I'm concerned about waiting 6 hours to see Lori so should I take him somewhere else?" By now I'm crying as I've never seen anything like this in any animal I've ever had. The girl seemed distracted or confused. I asked again if I should go ahead and take him to the hospital and in the meantime, could she have Lori call me when she had a chance. And, which hospital would she recommend I take him. She still seemed distracted and would not answer the question and respond to my concerns. It appeared that someone else was talking to her while she was on the phone. Then, she repeated that Lori had 6 surgeries and would not be able to see me. It was like we were not having the same conversation. After asking her four times if I should take him to the hospital and, if so, where should I take him still with no solution but excuses about why Lori couldn't see me until 4:45, I raised my voice in frustration as anyone would who was not receiving answers to questions and speaking to someone who was not completely paying attention to my concerns and who had no human compassion for my dog. When I raised my voice, I again asked where I should take him and said to her that she was not addressing my problem with solutions but only excuses. And, that I don't want to hear again how many surgeries Lori had today but where I should take my dog to get care now. She finally told me where to take him at

which point I asked her to ask Lori to call me when she had time between now and my appointment. About ten minutes later, Lori called me. She was very aggressive toward me and angry (all this during a time that I thought my beloved Toby was dying!) which is that very last thing a person needs during a time like this. Lori repeated all the things (aggressively) that the receptionist had said: I have 6 surgeries today and can't see him until later. I told her I got that and that the question is should I just take him to the hospital. At no time did she show ANY concern or consolation about the condition of my little dog. Didn't ask any questions about his demeanor, the blood and tissue or say "I understand your concern". Her answer (aggressively-in a way that made me feel like I was bothering her by my situation) was "if it will make you feel better, you should take him to the hospital". That's fair, however, there was zero questions about my dog and zero concern other than for herself and her hectic schedule. Then, she began screaming at me about how I spoke to her receptionist. And, I mean screaming. When I tried to defend my comments, she just screamed louder and said that she was standing right there and heard me raise my voice. So, this is the reason the receptionist was not paying attention to me. Because Lori was standing there telling her "No, I have 6 surgeries today and more. So, the receptionist lied to me that Lori was in surgery and couldn't talk to me. Lori continued to scream at me and I told I just won't come in again. She said "great!" I then had my records sent over the another vet and Toby is fine. I believe Kelly Hehn hurt my dog by using dental cement on his front tooth and causing a jaw issue and I believe Lori Hehn hurt my dog by prescribing medications that causes severe bleeding in his colon. Toby had no tumors and all of his blood work is perfect. His fecal labs showed no parasites, all which leads me to believe that Lori's treatment of muscle relaxants, pain meds and antibiotics led to injuring my dog and causing my dog and myself undue mental and emotional anguish. I paid over \$700 for exrays and labs as a result and I want something done about the abuse of my little boy.

Please allow this email to serve as my official signature of complaint submission. I look forward to having this situation resolved.

Thank You
Karin L Ashley





Kelly Hehn
Canyon Animal Hospital
15411 N 31st St
Phoenix AZ 85383
602-971-9651

To Whom It Concerns:

In response to Karin Ashley's complaint regarding Toby's dental cleaning on April 18th, 2017. I do not specifically recall my conversation with Ms. Ashley on that day. Per our dental chart several teeth were extracted. I routinely use Doxirobe gel and regularly inform owners that it is an "antibiotic impregnated gel that remains in the mouth for several weeks and can help heal the gums." It would have been applied to any teeth with pockets. I call prior to application to get owners approval. We followed up with Ms. Ashley the following day and Toby was doing well. The next time we saw her and Toby was a year later for an ear infection. I was unaware at any time that Ms. Ashley was not satisfied with Toby's dental cleaning.

Sincerely,

A handwritten signature in cursive script, appearing to read "Kelly Hehn".

Kelly Hehn, DVM

4/15/2019

Case # 19-66



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INVESTIGATIVE COMMITTEE REPORT

TO: Arizona State Veterinary Medical Examining Board

FROM: AM Investigative Committee: Robert Kritsberg, DVM - Chair
Christina Tran, DVM
Carolyn Ratajack
Jarrod Butler, DVM - **Absent**

STAFF PRESENT: Tracy A. Riendeau, CVT – Investigations
Dawn Halbrook, Compliance Specialist
Sunita Krishna, Assistant Attorney General

RE: Case: 19-66
Complainant(s): Karin Ashley
Respondent(s): Kelly Hehn, D.V.M. (License: 4188)

SUMMARY:

Complaint Received at Board Office: 4/1/19
Committee Discussion: 6/11/19
Board IIR: 8/21/19

APPLICABLE STATUTES AND RULES:

Laws as Amended July 2014
(Salmon); Rules as Revised September
2013 (Yellow).

On April 18, 2017, "Toby," an 11-year-old male Maltese was presented to Respondent for a dental procedure. The procedure was performed, teeth were extracted and Doxirobe gel was applied.

On January 21, 2019, the dog was presented to Respondent's associate for a dental. Complainant was concerned that dental cement was applied during the previous dental procedure in 2017 causing the dog's jaw pain and to be misaligned.

It was determined that the lower right canine had recessed, was loose and was slightly protruding, giving the appearance of a misaligned jaw. The tooth was extracted during the dental procedure.

Complainant was noticed and did not appear.

Respondent was noticed and was available telephonically.

The Committee reviewed medical records, testimony, and other documentation as described below:

- Complainant(s) narrative: Karin Ashley
- Respondent(s) narrative/medical record: Kelly Hehn, DVM
- Consulting Veterinarian(s) narrative/medical record: Lori Hehn, DVM

PROPOSED 'FINDINGS of FACT':

1. On April 7, 2017, the dog was presented to Respondent's associate, Dr. Lori Hehn, for vaccines and check teeth. After exam, due to grade 3 calculus/gingivitis, loose incisors, questionable lower right canine tooth and bad breath, a dental was recommended.

2. On April 18, 2017, the dog was presented to Respondent for a dental procedure. The dog was examined; weight = 7.10 pounds, temperature = 102.2 degrees, pulse rate = 140bpm, respiration rate = 30rpm and BCS = 5/9. The dog had grade 3 dental disease, loose upper incisors, and several missing teeth. The dog also had lenticular sclerosis to both eyes and a matted hair coat. Blood work was performed and was within normal limits. The exam findings and blood work were discussed with Complainant.

3. An IV catheter was placed and Normosol fluids were started; the dog was pre-medicated, induced, intubated and maintained on isoflurane throughout the routine dental procedure. According to the dental chart, 11 teeth were extracted. Respondent applied Doxirobe gel and the dog was administered penicillin and buprenorphine SQ. The dog was recovered and discharged later that day with Clavamox and Meloxicam.

4. According to Respondent, he routinely used Doxirobe gel and regularly informed pet owners that it is an antibiotic impregnated gel that remains in the mouth for several weeks and can help heal the gums. He stated that he calls prior to application to obtain pet owner approval and then applies to any teeth with pockets.

5. According to Complainant, the dog's front incisor was kept (not extracted?) and she was advised by Respondent that dental cement was used to keep it intact.

6. Complainant stated that the tooth began to stick out of the front of the dog's mouth so badly that his bite was affected due to the position of the tooth and had caused misalignment of his jaw.

7. On January 21, 2019, Complainant presented the dog to Respondent's associate, Dr. Lori Hehn, for a dental cleaning. Complainant explained to Dr. L. Hehn that the dog's jaw was affected by what Respondent had done during the previous dental; his right jaw was tender and the dog kept opening and closing his mouth due to what appeared to be pain. Complainant relayed that dental cement had been used on this protruding front tooth and other teeth inside the dog's mouth.

8. Dr. L. Hehn examined the dog and noted that the dog's lower right canine tooth, not an incisor, was recessed and slightly sticking out of the dog's mouth, and was loose. She explained to Complainant that during the dental that was performed two years prior, Doxirobe antibiotic gel was used under the gumline, not cement. Dr. L. Hehn stated that she showed Complainant how the lower right canine tooth was working its way out of the jaw because it was a bad tooth that had progressed and now needed to be extracted. There was not a problem with the actual jaw and there was no pain or misalignment on exam.

9. A routine dental was performed and the lower right canine was extracted. The dog

recovered uneventfully and was discharged later that day with Clavamox and carprofen.

COMMITTEE DISCUSSION:

The Committee discussed that based on the complaint, thoroughness of Respondent's medical records and narrative, as well as the consulting veterinarian's medical records and narrative, the Committee did not need to speak with Respondent regarding this matter.

The Committee further discussed that there was some confusion between dental cement and dental gel. The dog was seen several times in between dental procedures and no concerns were noted.

COMMITTEE'S PROPOSED CONCLUSIONS of LAW:

The Committee concluded that no violations of the *Veterinary Practice Act* occurred.

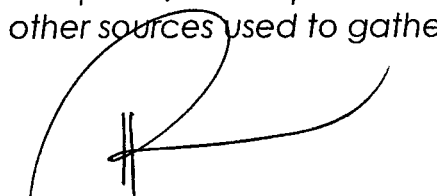
COMMITTEE'S RECOMMENDED DISPOSITION:

Motion: It was moved and seconded the Board:

Dismiss this issue with no violation.

Vote: The motion was approved with a vote of 3 to 0.

The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.

A handwritten signature in black ink, appearing to read 'Tracy A. Riendeau', is written over a horizontal line.

Tracy A. Riendeau, CVT
Investigative Division